

### Class Concept

Employees in this class perform tasks to aid in the on-going support of computer users. Employees provide hardware and software support to users including but not limited to, technical advice on software packages, LAN/hard disk back-ups for disaster recovery, hardware and software installation, disk formatting. Employees may work in a centralized computing environment where technical referrals are readily available. Duties involve gathering information on the user's situation, referring to manuals or documentation to resolve the situation, and relaying more technical situations to other technical professionals. Performs first line of professional IT support and troubleshoots basic/routine issues. Duties require excellent customer service and strong communication skills in a customer-facing environment.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Knowledge of computers and related information technology devices.
- Experience providing technical support over the phone and recording details into an IT Service Management application.
- Ability to communicate effectively with clients who may not be coherent in clarifying problem situations.
- Ability to work under considerable time constraints and other demands.
- Ability to establish and maintain effective working relationships.
- Proficient typing, grammar, and spelling skills are required.
- Capable of resolving routine problems based on existing documentation, training, and resources.
- Demonstrate a sense of ownership of problems.
- Establish proactive relationships with customers, including providing education to customers as appropriate.
- Basic understanding of ITIL V3 processes such as Incident Management, Problem Management, and Change Management.
- Ability to use problem-solving skills to resolve or refer issues; quality and compliance driven.
- Some experience using knowledge-based incident/service request response software.
- Ability to organize and follow complex and/or detailed technical procedures.

#### Minimum Education and Experience

Associate degree in computer science or an IT related field from an appropriately accredited institution; or

High school or General Educational Development (GED) diploma and two years of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year-for-year for the required experience; or an equivalent combination of education and experience.